Access
News on WCB products, programs, and services
March 2004

Pay your premiums over the phone

At the WCB, we're always looking for ways to serve you better. That's why we've introduced an automated telephone system to handle your account — another convenient way of doing business with the Board.

Of course, you can still use our online applications at **WorkSafebc.com**. That's still a fast and easy way to do business with the Board. But if the Internet isn't your medium, our new phone system may be right for you — especially if you want to do account transactions outside normal working hours or when our phone lines are busy. All you need is a touchtone phone to select from the following menu options:

- Report your payroll or amend payroll amounts
- Make a payment using Visa or MasterCard
- Check your account balance
- Request registration forms by mail or fax
- Talk to an agent or transfer to our clearance section (or an extension of your choice)

The payroll reporting feature is available to all customers, except those with multiple classification, cancelled, or Personal Optional Protection accounts. The system will know whether you're eligible based on the account number you enter. If you call during business hours and the payroll reporting feature is not available for your account, you'll automatically be transferred to a customer service representative.

If you want to obtain your account balance or report or amend your payroll, you'll be asked to enter your account number and a payroll report ID. This ID number appears on your Employer Payroll and Contract Labour Report. The account number and payroll ID must match our records for you to continue with your transaction. This security feature ensures no one else can access your account.

While you can use the automated telephone system to do a wide range of assessment transactions, we recognize that sometimes it's necessary to receive personal service. That's why we've designed it so, at almost every step, you can exit the system and speak directly with a customer service representative.

To access the automated system, simply call the Employer Service Centre at **604 244-6181**, toll-free at **1 888 922-2768**.

Personal coverage now invoiced

If you have Personal Optional Protection (POP) coverage, you'll notice it's no longer included on your Employer's Remittance Form. Starting in February, we are invoicing you for your coverage rather than including it on your quarterly payroll reports. That way, you won't have to calculate your POP premium anymore. It's already calculated for you.

Your first invoice will arrive at the beginning of April. To maintain your coverage, be sure to follow the terms and conditions listed on the back of the invoice — and make your payment by the April 20 due date.

Besides invoicing you for your POP coverage, we've introduced a range of new options to make it easier for you to pay your premiums, maintain your account, and get clearances.

If you already have POP, you can continue to pay your premiums at the end of the coverage period as long as your account remains in good standing. If you prefer, you can switch to paying your premiums at the start of the coverage period and benefit from longer term clearances and more online options.

Whichever method you choose, there are many ways to pay:

- Online at **WorkSafebc.com** by credit card or direct debit
- Online through your financial institution
- By calling our new automated phone system and using a credit card
- By cheque at the bank, in the mail, or in person at any WCB office

To switch to pre-paid Personal Optional Protection or to pay your premiums online, go to **WorkSafebc.com** and select **Pay premiums and report payroll** from the home page. Alternatively, you can make the switch by calling the Employer Service Centre at **604 244-6181**, toll-free at **1 888 922-2768**.

Changes to the Regulation

Occupational first aid

Amendments to the Occupational Health and Safety Regulation pertaining to occupational first aid will become effective March 30, 2004. The new rules relate to how occupational first aid requirements are applied at worksites. The objective is to ensure that each workplace has the appropriate level of first aid service.

Under the revised Regulation, employers are required to conduct an annual assessment of their worksites to determine their first aid requirements. The assessment must include a thorough review of the following:

- The number of workers
- The nature and extent of the risks and hazards
- The types of injuries likely to occur
- Any barriers to providing first aid
- The time required to transport an injured worker to a medical treatment centre

To help employers comply with the new requirements, we have posted guidelines on our web site that explain how to conduct a diligent assessment. A job aid has also been created for B.C. employers, and will be posted online by mid-March.

For more information, visit the WCB online at **http://firstaid.healthandsafetycentre.org/s/home.asp** or call Certification Services at **604 276-3090**.

Keeping young people safe at work

In the next hour in B.C. someone's child will get hurt on the job. By the end of the day, one will be injured for life.

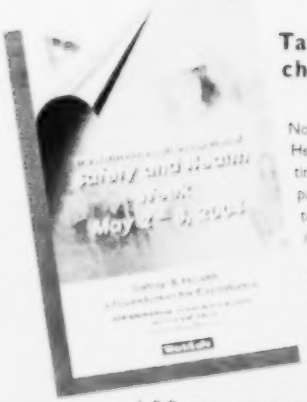
To help keep young workers safe, the WCB has created a Parent Resource Kit specifically for parents, youth, community leaders, educators, supervisors, and anyone else who has regular contact with young people. It's an excellent resource, developed in partnership with parent representatives of the BC Confederation of Parent Advisory Councils (BCCPAC). The kit includes:

- A slide presentation on young worker health and safety that you can deliver at a meeting or workshop (print or electronic version)
- Information sheets, a brochure, and a fact sheet
- Profiles of seriously injured young workers
- Videos
- Discussion guides

You don't have to be a parent to benefit from this resource kit. It's jam-packed with practical, relevant information. So don't delay. Download the information today by visiting the WCB's young worker web site at **http://youngworker.healthandsafetycentre.org**.

Keep us in the loop

If you start a new business, change your existing business or close shop altogether, remember to inform the WCB immediately. Changing your business operations may impact your classification or your rate, or may require that we close your account. If you do make a change, be sure to notify the Employer Service Centre by calling **604 244-6181** toll-free at **1 888 922-2768**.



Take the NAOSHWeek challenge

North American Occupational Safety and Health (NAOSH) Week, May 2 to 8, is a time for employers, workers, and all partners in occupational health and safety to focus on preventing injury and illness in the workplace.

Across North America, organizations take part by setting occupational health and safety goals, creating awareness of those goals both within and outside their organizations, then working towards accomplishing those goals.

In B.C., participants are eligible for the B.C. NAOSHWeek 2004 Health and Safety Awards, to be presented at a safety forum and luncheon in the fall. There are award categories for a wide range of industries and for large and small organizations.

To find out how your organization can get involved, check out the NAOSHWeek 2004 Planning Guide, available online at **www.WorkSafebc.com/news/campaigns/naosh_week/Default.asp**.

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This newsletter is also available electronically on the WCB web site at **www.WorkSafebc.com/publications/newsletters/access/**

Look for the next issue in June 2004.

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